


# Massachusetts E-Licensing and ePermitting ACA Reference Guide

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An Official website of the Commonwealth of Massachusetts

## eLicensing and ePermitting Portal

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Need Help? Call the ePLACE Help Desk Team at (844) 733-7522 or (844) 73-ePLAC between the hours of 7:30 a.m. and 5:00 p.m. EST Monday-Friday, with the exception of all Commonwealth and Federal observed holidays. If you prefer, you can also e-mail us at [ePLACE\\_helpdesk@state.ma.us](mailto:ePLACE_helpdesk@state.ma.us)

[Home](#) | [Manage Licenses & Permits](#) | [File & Track Complaints](#)

### Welcome to the Commonwealth of Massachusetts eLicensing and ePermitting Portal

The Commonwealth of Massachusetts is pleased to offer access to many licensing and permitting services online. With this Portal, the Commonwealth hopes to help deliver more efficient, convenient, and interactive e-government services.

**Options for Licensees & Applicants:**

- Apply for, Renew, or Amend a License or Permit Application
- Make Required Payments Online

**Options for Consumers and the General Public:**

- Check License Status for a Particular Individual or Business Licensee
- Conduct a General or Specific Search of Licensees

#### Login

User Name or E-mail:

Password:

[Login »](#)

☐ Remember me on this computer

[I've forgotten my password](#)

[New Users: Register for an Account](#)

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## 1. Introduction

### 1.1 Massachusetts Enterprise eLicensing

The Commonwealth of Massachusetts eLicensing and ePermitting Portal (the Public Portal) serves as an online portal for the Public to interact with the Division of Professional Licensure (DPL) and Alcoholic Beverages Control Commission (ABCC). The Commonwealth of Massachusetts eLicensing and ePermitting Portal provides capabilities to request new permits and licenses, renewing existing permits and licenses, and upload documentation.

The purpose of this Guide is to introduce you to the Commonwealth of Massachusetts eLicensing and ePermitting Portal. This Guide provides instructions on how to access and navigate a variety of functions within the system.

## 2. eLicensing and ePermitting Basics

### 2.1 Registering for an eLicensing and ePermitting Portal Account

Visitors to the Public Portal must create an account in order to access many system features. Creating an account is quick and easy while allowing for immediate access to the system.

*Note: Only individuals may register for a Public portal account. Businesses or other entities are not eligible for an account.*

1. Navigate to the [Massachusetts eLicensing and ePermitting website](#).
2. In the Login box, click **New Users: Register for an Account**.

[Announcements](#) | ☐ Accessibility Support | [Register for an Account](#) | [Login](#)

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**Login**

User Name or E-mail:

Password:

☐ Remember me on this computer

**New Users: Register for an Account**

3. Review the terms. Select the "I have read and accepted the above terms" checkbox and click **Continue Registration**.

The screenshot shows the 'Account Registration' page. At the top, there are three tabs: 'Home', 'Manage Licenses & Permits', and 'File & Track Complaints'. Below the tabs, the heading 'Account Registration' is followed by the instruction: 'You must provide the following information to open an account:'. A list of required information is shown: 'User Name and Password', 'Contact Information', and 'E-mail'. Below this, a prompt says 'Please review and accept the terms below to proceed.' A scrollable text box contains the terms and conditions, starting with 'In order to perform licensing and permitting transactions online, you were required to register for the eLicensing and ePermitting Portal. All registered users of the eLicensing and ePermitting Portal are required to agree to the following:'. The first term is '1. Use of the Commonwealth of Massachusetts eLicensing and ePermitting Portal is subject to federal and state laws, which may be amended from time to time, including laws governing unauthorized access to computer systems. Online inquiries and transactions create electronic records that in some instances might be...'. Below the terms, a checkbox is labeled 'I have read and accepted the above terms'. A red box highlights this checkbox and the 'Continue Registration »' button below it.

4. Complete the Login Information section by entering information in the required fields. The required fields are denoted by an asterisk.

The screenshot shows the 'eLicensing and ePermitting Portal' page. At the top, there is a navigation bar with links: 'Mass.gov', 'State Offices & Courts', 'State A-Z Topics', 'State Forms', and 'Accessibility FAQs'. Below the navigation bar, the heading 'eLicensing and ePermitting Portal' is followed by the text 'An Official website of the Commonwealth of Massachusetts'. A section titled 'Need Help?' provides contact information for the ePLACE Help Desk Team. To the right, there are links for 'Announcements', 'Register for an Account', and 'Login'. Below this, there are three tabs: 'Home', 'Manage Licenses & Permits', and 'File & Track Complaints'. The main heading is 'Account Registration for the Commonwealth of Massachusetts eLicensing and ePermitting Portal', followed by the sub-heading 'Enter / Confirm Your Account Information'. A legend indicates that an asterisk (\*) indicates a required field. The 'Login Information' section contains the following fields: '\* User Name:', '\* E-mail Address:', '\* Password:', '\* Type Password Again:', '\* Select a Security Question:', and '\* Answer:'. Each field has a help icon (question mark in a circle). Below the 'Login Information' section is the 'Contact Information' section.

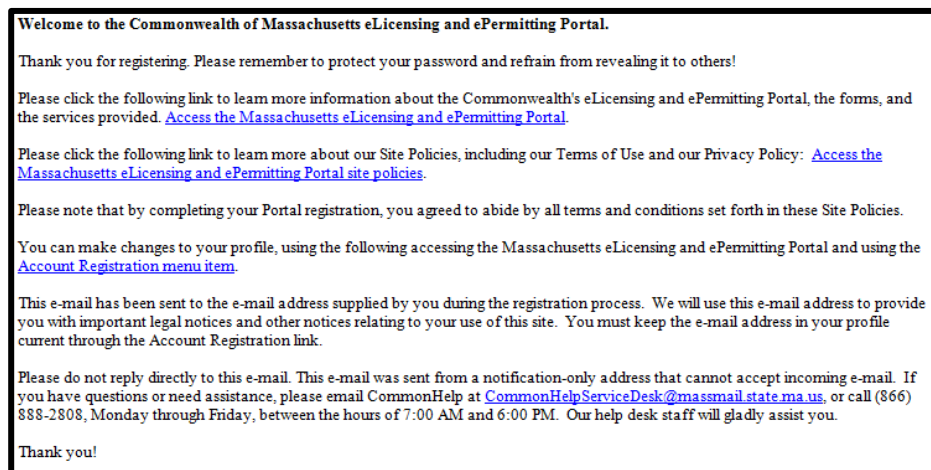
- The Password must meet the requirements of containing:
  - A minimum of 8 characters
  - At least 1 upper-case letter
  - At least 1 number
  - At least 1 special character
  - User ID cannot be part of the password.
  - Cannot be any of your previous 15 password(s)
  - Cannot be a password that you have used previously
- 5. Click **Add New** in the Contact Information page, a pop-up window will open.
- 6. Complete the **Contact Information** section by entering information in the required fields.  
The required fields are denoted by an asterisk.
- 7. Click **Save and Close**
- 8. Click **Continue Registration** on the Account Registration page.
- 9. You will receive the following message: "Congratulations. You have successfully created an account with the Commonwealth of Massachusetts eLicensing and ePermitting Portal. You will receive a confirmation by e-mail."

Reminder: If you are a current license or permit holder, you must link this Portal account to your record before you can complete transactions such as a renewal or amendment.

10. Click on the **Home** tab to login and continue.



11. You will receive an email with a subject of "Welcome to the Commonwealth of Massachusetts eLicensing and ePermitting Portal".



12. If a user wishes to link an existing license or permit to an account, refer to the ***Linking a License or Permit to an Account*** section of this document.